
Facsimile Cover Sheet

To: Examiner J. Reagan
Art Unit 3623

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Date: June 27, 2002
Pages including this
cover page: 6

Comments: Amendment After Final

APPLICANT : ANDERSON, Nancy
SERIAL NO : 09/255,968
FILED : February 23, 1999
TITLE : METHOD AND MEANS FOR EVALUATING CUSTOMER
SERVICE PERFORMANCE

Grp./A.U. : 3623
Examiner : REAGAN, J.
Conf. No. : 9218
Docket No. : P03735US0

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PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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AMENDMENT AFTER FINAL

Assistant Commissioner for Patents
 Washington, D.C. 20231

Dear Sir:

In response to the Final Office Action dated May 22, 2002, please amend the above-identified application as follows:

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Date: June 27, 2002

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Betty Allerton
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